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Revised

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

TITLE: DEVELOPMENT SERVICES REPRESENTATIVE I / II

DEFINITION

Under general supervision, to perform specialized and complex clerical work assisting customers in the development process for a specific city service; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

Development Services Representative I: This is the beginning level class in the series. Positions in this class typically have little or no directly related development process work experience and work under close supervision while learning job tasks. Incumbents in the I level class are normally considered to be on a training status and as assigned responsibilities and breadth of knowledge increase with experience, may expect their positions to be reassigned to the II level.

Development Services Representative II: This is the journey level class in the series. Positions in this class are normally filled by advancement from the I level class. Appointment to the II level requires that the employee be performing substantially the full range of duties for the class and meet the qualification requirements for the class. A II level employee works under expected to perform specialized clerical work and apply a degree of technical knowledge gained on the job.

REPORTS TO: Varies

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the assigned supervisor. Development Services Representative II's may exercise lead training over Development Services Representative I's.

EXAMPLES OF DUTIES

Typical duties may include, but are not limited to, the following:

- Respond to inquiries regarding department rules and regulations governing the development process in a service area and related customer problems, searching for and abstracting data and providing detailed explanation of policies and procedures.
- Review building/construction plans, tract and parcel maps; advise on required permits, determine and collect appropriate service/development fees and charges and issue permits.
- Initiate service orders, schedule inspections when required and check and update from as-built drawings.
- Provide information on and review contractor's liability insurance for adequacy.
- Perform a wide variety of clerical work including proofreading, typing filing, checking and recording information on records.
- Compute and process fees, deposit amounts, maintain on-going accounting and refund of fees and deposits.
- Operate standard office equipment; including CRT as assigned.

QUALIFICATIONS

Knowledge of:

- English usage; spelling, grammar, punctuation and arithmetic.
- modern office practices, procedures and equipment.
- basic bookkeeping principles and practices.

Ability to:

- Perform routine clerical work.
- Operate and care for office equipment; including CRT, calculator and typewriter.
- Learn methods, procedures and policies of assigned department.
- Understand and carry out oral and written directions.
- Deal with the public tactfully and courteously.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to completion of the twelfth grade preferably including or supplemented by courses in business practices, typing and bookkeeping.

Experience: Two years of general clerical experience.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of an appropriate, valid class "C" California Motor Vehicle Operator's License.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Development services Representative I
Development services Representative II

TO: Development services Representative II
Development services Representative III